What to do if... (Troubleshooting)

If you have a problem, check the following before contacting your Lexus dealer.

The doors cannot be locked, unlocked, opened or closed

You lose your keys

- If you lose your mechanical keys, new genuine mechanical keys can be made by your Lexus dealer. (→P. 119)
- If you lose your electronic keys, the risk of vehicle theft increases significantly. Contact your Lexus dealer immediately. (→P. 120)

The doors cannot be locked or unlocked

- Is the electronic key battery weak or depleted? (→P. 668)
- Is the power switch in ON mode?
  When locking the doors, turn the power switch off. (→P. 190)
- Is the electronic key left inside the vehicle?
  When locking the doors, make sure that you have the electronic key on your person.
- The function may not operate properly due to the condition of the radio wave. (→P. 128)

The rear door cannot be opened

- Is the child-protector lock set?
  The rear door cannot be opened from inside the vehicle when the lock is set. Open the rear door from outside and then unlock the child-protector lock. (→P. 138)

The trunk lid is closed with the electronic key left inside

- The function to prevent the electronic key from being left inside the trunk will operate and you can open the trunk as usual. Take the key out from the trunk. (→P. 122)

If you think something is wrong

The hybrid system does not start

- Did you press the power switch while firmly depressing the brake pedal? (→P. 189)
- Is the shift lever in P? (→P. 192)
- Is the electronic key anywhere detectable inside the vehicle? (→P. 124)
- Is the steering wheel unlocked? (→P. 193)
- Is the electronic key battery weak or depleted?
  In this case, the hybrid system can be started in a temporary way. (→P. 768)
- Is the 12-volt battery discharged? (→P. 770)

The shift lever cannot be shifted from P even if you depress the brake pedal

- Is the power switch in ON mode?

  If you cannot release the shift lever by depressing the brake pedal with the power switch in ON mode (→P. 764)

The steering wheel cannot be turned after the hybrid system is stopped

- It is locked automatically to prevent theft of the vehicle. (→P. 192)

The windows do not open or close by operating the power window switches

- Is the window lock switch pressed?
  The power window except for the one at the driver's seat cannot be operated if the window lock switch is pressed. (→P. 164)

The power switch is turned off automatically

- The auto power off function will be operated if the vehicle is left in ACCESSORY or ON mode (the hybrid system is not operating) for a period of time. (→P. 192)

A warning buzzer sounds during driving

- The seat belt reminder light is flashing

  Are the driver and the front passenger wearing the seat belts? (→P. 714)
- The parking brake indicator is on

  Is the parking brake released? (→P. 207)

Depending on the situation, other types of warning buzzer may also sound. (→P. 711, 721)

An alarm is activated and the horn sounds

- Did anyone inside the vehicle open a door during setting the alarm?
  The sensor detects it and the alarm sounds. (→P. 81)

To stop the alarm, turn the power switch to ON mode or start the hybrid system.

A warning buzzer sounds when leaving the vehicle

- Is the message displayed on the multi-information display?
  Check the message on the multi-information display. (→P. 728)

A warning light turns on or a warning message is displayed

- When a warning light turns on or a warning message is displayed, refer to P. 711, 721.

When a problem has occurred

If you have a flat tire

● Stop the vehicle in a safe place and replace the flat tire with the spare tire. (→P. 749)

The vehicle becomes stuck

● Try the procedure for when the vehicle becomes stuck in mud, dirt, or snow. (→P. 778)